

REQUEST FOR INFORMATION (RFI)

BY THE
STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION,
OFFICE FOR INFORMATION RESOURCES

A. STATEMENT OF INTENT:

The State of Tennessee (State), Department of Finance and Administration, Office for Information Resources (OIR), issues this Request for Information for the purpose of seeking knowledge from the vendor community regarding availability of research and advisory services.

Information provided will assist the State in understanding the current state of the marketplace, including best practices for the industry approach to research and advisory services.

This RFI is not a competition. The information submitted either in writing or in oral presentations will be used only to improve the State's knowledge of private industry's capabilities. No evaluation of participating vendors will occur and your participation is not a promise of future business with the State.

Responding or not responding to this RFI does not preclude the vendor from bidding on any future solicitations. Pricing information must NOT be submitted with your information packets. The State appreciates your cooperation and looks forward to a meaningful and very productive collaborative market research effort.

The information gathered during the RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential bidders who did and did not respond to the RFI, the RFI responses will not be available until the open records period of any resulting RFP pursuant to Tennessee Code Annotated section 10-7-504(a)(7).

B. BACKGROUND:

The Office for Information Resources (OIR) has served as Tennessee state government's central information processing organization and as a computer services bureau to state agencies since the early 1970s. As staff to the Information Systems Council (state government's information technology oversight body), OIR provides direction, planning, resources, and coordination in managing the information technology needs of the State of Tennessee. To fulfill this role, OIR needs access to reliable IT industry research including metrics and best practices along with informed advice regarding industry strategic direction and operational trends. OIR's information needs are more specifically described beginning in section C.1.b, below.

C. GENERAL INSTRUCTIONS:

C.1. The State is requesting the following information from all interested parties:

a. Submission Media

To assist vendors in minimizing their costs in providing information, the State prefers that information be submitted electronically to the State's point of contact email address listed in section D.1.

In response to sections C.1.b. through C.1.h. below, do NOT include any specific pricing or cost information.

- b. Please describe the scope of information technologies covered under your services.
 - i. How do you group the technologies your service covers into industry categories (e.g., Financial, Government, etc.)? Please discuss in detail the scope of each category.
 - ii. How do you group the technologies your service covers into technology categories (e.g., Infrastructure, Mobile, etc.)? Please discuss in detail the scope of each category.
 - iii. How are your services organized to meet the information and decision-making needs of various levels of IT management (e.g. CIO/strategic vs. IT divisional managers vs. technical/tactical/operational managers)?
 - c. Please describe the methodologies used to create information business, operations, and technology research reports.
 - d. Do you provide peer reviews, webinars, conferences, videos, teleconferences, vendor comparisons, blogs and communities, customized solutions, unlimited access to reports, analysts, and other research related resources for your customers? Please describe all such products and services provided.
 - e. Please describe how you use social media, either in-house or through public sites, for delivery of research products and services and for client interaction.
 - i. What methods/means/media do you offer for access to research findings (e.g. written reports, analyst video, recorded slide show presentations, etc.)?
 - ii. What methods/means/media do you offer for interactive access to analysts (e.g. conference calls, webinars, etc.)?
 - f. Please describe any other service offerings not covered above, such as annual industry or technology conferences, on-premise client consulting, etc.
 - g. Please describe the structure (i.e. menu) of service offerings from a purchasing viewpoint (DO NOT include pricing). For example, subscriptions, individual client accounts (unlimited self-service use), organizational accounts, ad hoc purchases of individual research reports, report access only accounts, services bundles/groupings offered, etc.
 - h. Please describe generally the demographics of your client base by industry segment with particular emphasis on the public sector in the United States (local, state, and federal government clients). Do not provide client names, only demographic information.
- C.2. Please feel free to contact the Department of Finance and Administration, Office for Information Resources with any questions regarding this RFI. The main point of contact will be:

William Hafley
 Department of Finance and Administration
 Wm Snodgrass Tennessee Tower, 17th Floor
 312 Rosa L. Parks Avenue

Nashville, TN 37243-1102
Telephone # 615-741-7196
William.Hafley@tn.gov

D. INSTRUCTIONS FOR RESPONDING

D.1. Submit your response to this Request for Information to:

William Hafley
Project Sponsor
Department of Finance and Administration
William.Hafley@tn.gov

D.2. Please reference **Request for Information # 31701-03068** with your response to this request.

D.3. Please include the name, e-mail address, mailing address, and telephone number, of the person the State should contact regarding the RFI submission.

D.4. Please electronically provide your written responses by close of business on February 21, 2012.

D.5. Optional Oral Presentations

After the written responses have been received, if the State determines that additional information is needed, the State will give all responding vendors the opportunity to participate in an optional oral presentation. If the State does determine that oral presentations are necessary, the State will contact each vendor's point of contact provided in the written RFI submission to schedule the presentation. Otherwise, no oral presentations will be allowed.